

Serial No.: 09/678,573
Response to OA of 01/21/2005

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of the claims:

1. (original) A system for securely exchanging information between systems comprising:
 - a requesting system coupled to the Internet from which a user requests assistance from a support representative wherein said user utilizes a standard Web browser client to request said assistance;
 - a support representative system coupled to the Internet from which a support representative responds to the requesting user to provide assistance; and
 - a collaboration server system coupled to the Internet and accessible to both said requesting system and said support representative system for receiving a request for assistance and for processing said request for assistance wherein said collaboration server system includes:
 - a rendezvous service, responsive to receipt of said request for assistance, to initiate communications via the Internet between said requesting system and said support representative system regardless of the presence of firewall protection in said requesting system; and
 - an interaction service for managing continued interaction between said support representative system and said requesting system regardless of the presence of firewall protection in said requesting system.
2. (original) The system of claim 1 wherein said rendezvous service includes:
 - a support representative locator for locating an appropriate support representative to respond to said request for assistance.
3. (original) The system of claim 2 wherein said support representative locator includes:
 - rendezvous rules; and
 - a rules evaluator for selecting said appropriate support representative in accordance with said rendezvous rules.

Serial No.: 09/678,573
Response to OA of 01/21/2005

4. (original) The system of claim 1 wherein said requesting system includes:
a support proxy for receiving from said interaction service a response to said request for assistance.

5. (original) The system of claim 4 wherein said response is generated by said support representative system and transmitted to said interaction service.

6. (original) The system of claim 5 wherein said response includes:
an operational module to be loaded and executed on said requesting system.

7. (original) The system of claim 6 wherein said support proxy loads and executes said operational module.

8. (original) The system of claim 6 wherein said operational module includes:
a digital signature for verifying the origin of said operational module.

9. (original) The system of claim 8 wherein said support proxy verifies the integrity of said operation module using said digital signature.

10. (original) The system of claim 9 wherein said digital signature uses a key of at least 128 bits.

11. (original) A collaboration server system for securely exchanging information between a requesting system and a support representative system, said collaboration server system comprising:

a rendezvous service, responsive to receipt of a request for assistance generated by a Web browser client operating on said requesting system, to initiate communications via the Internet between said requesting system and said support representative system regardless of the presence of firewall protection in said requesting system; and

an interaction service for managing continued communication between said

Serial No.: 09/678,573
Response to OA of 01/21/2005

support representative system and said requesting system regardless of the presence of firewall protection in said requesting system.

12. (original) The system of claim 11 wherein said rendezvous service includes:

a support representative locator for locating an appropriate support representative to respond to said request for assistance.

13. (original) The system of claim 12 wherein said support representative locator includes:

rendezvous rules; and
a rules evaluator for selecting said appropriate support representative in accordance with said rendezvous rules.

14. (original) The system of claim 11 wherein said collaboration server system includes:

a support proxy operable in said requesting system for receiving from said interaction service a response to said request for assistance.

15. (original) The system of claim 14 wherein said response is generated by said support representative system and transmitted to said interaction service.

16. (original) The system of claim 15 wherein said response includes:

an operational module to be loaded and executed on said requesting system.

17. (original) The system of claim 16 wherein said support proxy loads and executes said operational module within said requesting system.

18. (original) The system of claim 16 wherein said operational module includes:

a digital signature for verifying the origin of said operational module.

19. (original) The system of claim 18 wherein said support proxy verifies the integrity of said operation module using said digital signature.

Serial No.: 09/678,573
Response to OA of 01/21/2005

20. (original) The system of claim 19 wherein said digital signature uses a key of at least 128 bits.

21. – 30. (canceled)